

consulting trends

The quarterly newsletter for performance-oriented consultants and HR professionals



Calendar of Events

May 8–10, ASTD 2006 Conference & Expo in Dallas, TX. Visit us in booth #525.

June 1, 1pm PDT, StressScan Teleconference. Dr. Ken Nowack will share his research on stress management. Call 800-977-8002, code 980350 to join this FREE teleconference.

Translating Awareness into Behavior Change Using Talent Accelerator

Behavior change is almost always challenging! In fact research suggests that 20% of new behavior change efforts stop after one week and over 80% within a year.

The feedback an individual receives from online assessments is enlightening but can sometimes be confusing. Some people have difficulty knowing exactly what to do with their feedback once it is received. What does it really mean? What should be focused on to improve? It isn't always easy to create a specific and measurable development plan—and when

you do, it can be even more difficult to stick with it and evaluate your progress. Talent Accelerator was specifically designed to help individuals with the development process and to make the journey a little bit easier.

The Research Behind Talent Accelerator

Talent Accelerator is based on personal change and development theory credited to Dr. James Prochaska and his colleagues (Readiness to Change). This model has been tested and used extensively to promote behavioral change in areas such as smoking, diet, alcohol and

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ConsultingTools USA now Envisia Learning

Dear consulting, training and coaching professionals,

As of March 1st, 2006 ConsultingTools USA has changed its name and tag line to “Envisia Learning: Enlighten. Encourage. Enable.” Envisia’s mission is to increase the quality of work-life by assisting coaches, consultants and trainers in bringing meaningful and lasting behavior change to their clients’ lives. We feel that our new name and tag line better reflect our mission and direction as a company.

We’ve built our reputation on the basis that we are committed to bringing you only assessment products and services backed by sound research and principles. We are now going one step

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substance, eating disorders, and leadership behavior. One of the model's major contributions is the recognition that behavioral change unfolds through a series of stages. That is, each individual progresses through a series of stages in recognizing the need to change, contemplating a change, making a change, and finally sustaining the new behavior. This theory of behavior change suggests that we must go through the important stages of being enlightened, encouraged and enabled to begin and sustain lasting change.

Development Tools within Talent Accelerator

Talent Accelerator contains a number of important tools to

assist individuals through a structured development journey supporting Envisia Learning assessment tools including all of our 360-degree feedback instruments as well as StressScan and PeopleIndex (emotional intelligence self-assessment inventory). The features include:

Development Resource Library:

Talent Accelerator resource library provides a comprehensive source of readings, websites, media, and suggestions to facilitate personal development. It is updated regularly so it is a great idea to visit this library often to make sure individuals and coaches have access to the most recent readings and materials that are available to access directly or purchase.

Feedback Reports: Talent Accelerator provides an electronic copy of each assessment summary report. This allows users and coaches to access feedback online, rather than having to refer to a hard-copy throughout the development planning process.

Development Suggestions:

Each assessment is based on a specific competency framework or model. For each assessment tool, specific developmental suggestions or tips are provided to enhance effectiveness.

Development Planning Wizard:

Sometimes it is difficult to know exactly what to further develop in a specific area or competency. Our development "wizard" walks



talentaccelerator

Turning Awareness Into Meaningful Change

INTERVIEW Management Concepts: 360° Feedback Tools for Skills Development

Management Concepts, founded in 1973, is a global provider of training in critical leadership and management skills. Their core business is the analysis, design, development, delivery, and assessment of classroom and client on-site training programs. Today the company conducts over 250 different courses and trains approximately 40,000 students annually.

Management Concepts
Abby Rummell, Consultant

Explain how you chose to use ExecutiveView360, ManagerView360 and PerformanceView360 for skill development in current workshops.

Our decision to use ExecutiveView360, ManagerView360 and PerformanceView360 was made after extensive review of various publicly available 360-degree feedback tools.

There were 3 compelling reasons that made the Envisia Learning surveys the right choice for us:

1. Research-based surveys
2. Alignment between our competency models and the View Suite surveys
3. Quality, easy to read reports whose format can be customized to our needs

How do the competency models behind EV360, MV360 and PV360 support

the coaching/training effort of your clients?

All of Management Concepts' training and coaching services focus on key workplace competencies identified to support performance improvement. There exists a really nice correlation between our competency models and the competencies in EV360, MV360 and PV360. This makes it very easy to combine development efforts to include these assessments and our training and coaching.

individuals through the assessment report and provides a structured way to focus on those behaviors that are most important and those the individual is most motivated to work on – three behaviors in each of the critical behavior change stages: Enlighten, Encourage and Enable.

Automated Reminders: Talent Accelerator allows individuals to set/select how often the system will send reminders about due dates on the development plan. This tool allows user and coaches to continuously focus on the commitments made and helps maintain a high level of motivation and enthusiasm to complete them.

Coaching Feedback: Coaches have access to the development plan as an individual creates it, monitors it and updates it. They will also have a copy of the assessments in an electronic format. Each time the development

plan is updated or changed, the coach will be notified automatically. This way they have a way to email back any thoughts, reactions or suggestions to facilitate an individual's journey!

For additional information about Talent Accelerator, please call us at 800-335-0779 or by email at support@envisialearning.com ☺



When working with clients who've never experienced the results of an assessment tool, how do you help them to receive the feedback most effectively?

The quick answer to this is "with personalized attention and sensitivity." By focusing on the individual's needs, and working with the culture of their organization, we have found we can overcome hesitation and anxiety around asking for and receiving feedback. When it is time to review the results report, we identify how an individual will most easily connect with the detailed results (The graphs? Which chart? Etc.) and then we review the information slowly until that indi-

vidual is comfortable with the messages and ready to take the feedback and translate the messages into a plan for action.

How are EV360, MV360 and PV360 supporting the development of these supervisors and managers?

We are using the 360-degree surveys both to support individual coaching engagements, and as part of leadership development training programs. In our training programs, we are most often using MV360 with new supervisors and mid-level managers. We administer the 360-degree survey prior to the start of a training program. Throughout

the delivery of the training program, we will ask participants to refer to their 360-degree results, and their development plans to identify key training topics and skill areas that will help them to achieve their developmental goals. After the completion of the training program, each individual receives some 1-1 coaching to help with action planning and implementation.

What success stories do you have?

Individuals repeatedly share with us their positive reactions to the experience of a 360-degree survey combined with 1-1 coaching. This level of personalized information see [Skills Development](#), page 4 ▶

Skills Development, continued from page 3 and attention is so rarely experienced in our typical work environment. Our success stories are the personal “a-ha’s” that coaching and training clients share with us as they build self-confidence and grow and change in positive ways.

What “Best Practices” or “lessons learned” can you share?

The most significant practice that comes from a lesson learned is the importance of buy-in and support from leadership within organizations who are using 360-degree surveys. This level of support has been a critical factor in building accountability and commitment amongst individuals to getting the most from their 360-degree experience.

Explain why you decided to use Emotional Intelligence View360 for the first time with your clients.

More and more in the past year, we have been talking about Emotional Intelligence with our clients. We are collaborating with one client to design and develop a leadership program for mid-level managers and the EIV360 is the right fit for them – they are very comfortable with Emotional Intelligence and understand its impact for successful leadership development. We are excited to finally use this survey! ⊕


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Envisia Learning, continued from page 1 further and making it our mantra to promote best practices when utilizing assessments in your interventions. In 2006 we will be expanding our reach beyond assessments by adding companion products and workshops designed to help you encourage and enable your clients to translate the knowledge they gain about themselves with our assessments into meaningful and lasting behavior change.

Our most notable addition to the product line is Talent Accelerator, a web-based system that provides an online assessment center, a competency based resource library, and a self-directed goal setting process to facilitate individual behavior change. We’ve already received unanimously positive feedback with this product and we’re really excited about what it can do to help our clients’ in their professional development journey. Talent Accelerator is available immediately.

We are also very excited about expanding our offerings to include a series of educational

workshops for coaches, consultants and trainers to promote best practices when utilizing assessments in your Performance Coaching, Executive Coaching, Emotional Intelligence Coaching, Job Performance, Career Success & Health, and Lifestyle Coaching interventions. These 1-3 day workshops will be offered several times per year in major cities through the USA and will be available in Q4 2006.

As you can see, our new name and tag line does far more justice to what Envisia Learning accomplishes as a business. We will look forward to working with all of you in a long and successful partnership to increase the quality of work-life for teams and individuals!

Sincerely,



Andy Parkinson
Chief Executive Officer
Envisia Learning ⊕